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USPATENT-AMEND

MAR 16 2005

PATENT
Attorney Docket No. 99-836 RCE1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
James Howard DREW et al.)	Group Art Unit: 3623
)	
Application No.: 09/593,118)	Examiner: Robinson Boyce, Akiba K
)	
Filed: June 13, 2000)	
)	
For: A METHOD FOR EVALUATING)	Confirmation No.: 5555
CUSTOMER VALUE TO GUIDE)	
LOYALTY AND RETENTION)	
PROGRAMS)	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

This paper is responsive to the Office Action mailed November 17, 2004—the period for response having been extended to March 17, 2005, by a Petition for Extension of Time of one (1) month and fee payment—and demonstrates that the application is in condition for allowance.